

# Awareness and Utilization of ICT Based Library Services: Case Study of a Nigerian Private University

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## Abstract

Information is the major key to every individual success. In academics, library is the store house of information of any kind tending towards knowledge acquisition and research enrichment. The integration of ICT in libraries was not just only to add beauty to the library services but also to facilities library functions in an easy and faster means. It has been observed that some of the main objectives of applying ICT to library services have not being properly disseminated to the library users mostly postgraduate students and also library staff. The main aim of this paper was to investigate the level of ICT library service awareness in our institutions using a private institution as a case study. The study adopted the survey form of research where the use of copies of questionnaire as research tool was adopted. The result showed that there is a need for tertiary institutions to adopt the use of ICT in their library services and also to employ some awareness programs for their PG students at the every point of enrollment. The awareness program will not only be useful to the students but also to the library staff towards effective deployment and use of the technology.

**Keywords:** Information and Communication Technology, Library, ICT Sustainability.

## Introduction

Information as studies have shown is the act of acquiring knowledge. It is an important tool for a societal development and advancement. Alakpodia (2010) opined that one of the bases of accessing a country as developed is the extent to which its information system is enhanced to improve its socio-economic growth. The creation of institutional libraries, have strengthened and improve quality of learning, teaching and research in our various institutions. An institution without a library is like a dead duck. Library can be said to be an institutional tool used to emblaze teaching, learning and research in any institution. Haruna and Oyelekan (2010) opined that “academic libraries are meant to enhance access to variety of information resources and range of services. The integration of Information and Communication Technology (ICT) in library in the 1960s did not only add flavour in library activities such as shelving, arrangements, easy assessment etc. but also globalized the use of library resource.

For ICT to be a valuable tool in any society, there must be the capability to harness, retrieve, process, transmit and replicate any form of information as being demanded.

Shariful and Nazmul (2006), defined ICT as the use and application of computer, telecommunications and microelectronics in the acquisition, storage, retrieval, transfer and dissemination of information. In respect to this definition, ICT can also be seen as the use of digital system to effectively harness and process any form of information into a well meaningful message at a given time. For ICT to be properly harnessed, users should possess the needed computer literacy skill and this has been referred to as a “comfort level someone has with using computer programs and other applications associated with computers” (Alakpodia, 2010).

The concept of ICT has transformed the world in all aspect of lives include the libraries and studies have also shown that for an effective library service in this modern age, the use of information and communication technology should be integrated in its service.

In relation to this, it has become a necessity for all Nigerian libraries to adopt and harness from the good deeds ICT has brought to the library services and academic research as a whole.

## 1.1 Objective of the study

The main aim of this study is to investigate the level of awareness of the ICT based library services in Nigerian private universities. Thus the specific objectives are as follows:

1. To look at the factors necessary for the sustainability of ICT based library services in Nigerian private

universities

2. To investigate the level of awareness of this ICT based services to post graduate students
3. To look at the level of value placed to ICT based services by post graduate students
4. To investigate the level of satisfaction in using the ICT based services as being rendered by the institution to the postgraduate students.

## 2.0 Related Works

Haneefa (2007) opined that despite the replacement of traditional resources of special libraries with the ICT based resources, the ICT based resources and services are being under-utilized by users. Hence, there is a need for proper utilization of such libraries facilities. The main aim of their work was to conduct a study on the contemporary use of ICT based resources and services in special libraries in kerala. Thus their specific objectives are as follows: - to identify or analyse the basic factors that aid the promotion or hinders the use of ICT based resources in the special library in kerala; - to investigate the level of users satisfaction in using the ICT based resources; - to proffer improvement measures for the ICT base resource use and services. Their study employed a survey research design method where structured samples of questionnaires were distributed to the selected library users. Their study showed that there is a need for formal and user orientation program in the use of ICT based resources and services. This will help the special libraries in kerala to increase the use of ICT based resources and services.

Anunobi, Nwakwuo, Oga and Benard (2011) noted that with increased adoption and application of ICT in developed countries, which has resulted to the globalization of information and knowledge resources, developing countries like Bangladesh has their educational sector to be improved better in terms of library services hence the need for the rapid adoption of ICT in their university libraries. The main aim of the work was to investigate the rate of adoption of ICT in the university libraries of Bangladesh. Thus their specific objectives were to: - take a look at the state of ICT in the university library; - to study the rate of adoption of ICT in the university libraries. Their study embarked on the survey design of exploratory study where data was collected by the use of postal and electronic survey from all the 31 public and 51 private university libraries of Bangladesh. It was observed that the poor rate of library growth in Bangladesh has been as a result of negligence in terms of skilled workforce and facilities.

Shuva, Banerjee, Naningrum, Madrid, Agabirwe and Kulisooma (2011) opined that national libraries have been seen as the most important institutions of any country that helps in promoting and preserving the culture of a country. It was observed by the researchers that there is lack of research on ICT status of national libraries. The aim objective of the study is to investigate the existing status of ICTs in the national libraries of Bangladesh, Indonesia, Philippines and Uganda. Thus their specific objectives were: - to compare the existing national library services among the surveyed libraries; - to show the staff strength of the survey libraries; - to find out the problems hindering ICT adoption in the surveyed libraries and to proffer possible solution in order to improve the existing ICT status of the surveyed libraries. The researchers embarked on survey research design of quantitative nature where the use of secondary and primary sources was adopted. In their work, it was observed that the national library of Bangladesh and Uganda have relatively lower presence in the web than the national library of Indonesia and Philippines. Secondly, all the national libraries in the world should increase their presence in the social networking world. They also went further suggesting that the development organizations and funding agencies like UNDP, UNESCO Bill and Melinda foundation should offer funds to national libraries in the developing countries for digitizing national culture and heritage materials and make them available for all. Haruna and Oyeleka (2010) opined that poor quality of information resources and services could lead to degradation in the quality. The main aim of the paper was to show that there is a need for proper provision and utilization of information resources and services in the Nigerian Defence Academy (NDA) Library. Thus their specific objectives were: - to investigate the level of user satisfaction with information resources and range of services provided; - To look at the effect of virtual library as an integral part of NDA library will. The work adopted the survey research design where random samples technique was employed in the selection of participants. The work showed that users were satisfied with the level of information resources and services rendered. It also showed that there was a significant relationship between provision of relevant information resources and its effective utilization. Their work goes on to recommend adequate funding so as to further provide, maintain and improve upon the range of services entrusted on it.

Shariful and Nazmul (2006) pointed out most of the challenges being faced with traditional based library service in terms of limited space which could demand for yearly upgrade in terms of space. This could be quite expensive, time taking to perform library operations due to potential growth of information. Their main aim was to demonstrate how ICT can give new dimension in librarianship. Thus the specific objectives are as follows: to explore various components of ICT used in libraries; to trace the advancement of ICT in libraries; to compare old and new technologies; to identify the reason for introducing ICT in libraries; to explain the functions, impacts and challenges of ICT based library services. Their work incorporated primary and secondary

sources. They concluded by noting that a well-equipped library with the facilities of modern information infrastructures and technologies could satisfy the maximum demand of the present technology needed by users. Satpathy, Maharana and Panda (2012) argued that there is an imbalance between user's skill and ICT based library services trends. Hence libraries regularly should update and provide better library services to users. The main objective of their paper was to investigate the level of ICT based library services among faculty members and students of C. V. Raman College of Engineering, Blubaneswar, Odisha. Thus their specific objectives are: to find out the level, frequency and purpose of using various ICT based infrastructures by the faculty members and students; to look at the usage pattern of ICT based services by them; to determine the value of ICT on their study or research; to find out the various challenges encountered by faculty members and students in using ICT based library services. The work adopted a survey research design where structured questionnaires were distributed to faculty members and post graduate students of CVRCE. From their study, they found out that the level of ICT based services were satisfactory to both the faculty members and students and also suggested more effort to be imputed by the Central Library in order to maximise the use of the services through organisation of awareness programs on the use of automated library system, online databases, digital library etc.

Alakpodia (2010) argues that there is a need for today's librarians to embrace information literacy skill for this will enable them to function properly in this 21<sup>st</sup> century. With daily explosion of information resources, librarians are faced with challenges of using these resources effectively and responsibly. Hence, there is a need for provision of instruction information literacy. The main aim of the study was to assess the information literacy skills among librarians in Delta State University, Abraka. The specific objectives were as follows: to look at the educational background and personal characteristics of librarians in Delta State University, Abraka; to determine the information retrieval tools of the librarians; to examine the skills utilization of information sources of librarians. The researcher employed the survey research design where copies of questionnaire were distributed to the required authorities within the university. The study showed that the librarians in Delta State University are qualified librarians and that they are handicapped to keep abreast with the new trend of librarianship.

From the review, it was observed that scholars and some of the Nigerian librarians have not relent in this ICT based services awareness campaign but also have centred much on general awareness within conventional institution without looking at the need to investigate the proper usage and priceless of ICT based services to the post graduate student of our private institutions hence private institutions depicts the hearth of Nigerian men and women in pursuit of their postgraduate studies within the country. Thus a need for an awareness program in order to ascertain the usage and satisfaction rate of ICT based services rendered to the postgraduate students of some of the Nigerian private institutions.

### 3.0 Methodology

The study adopted a stratified random sampling of a survey research design, where the students of the postgraduate school (PGD, M.Sc, MPhil and PhD students) of the selected university were classified into full time enrolment and part time enrolment. The total number of both enrolments as of 2012/2013 academic year summed up to 461 postgraduate students. A sample size of 3/5 was chosen for this study and the response from the respondents were analysed using the Statistical Package for Social Sciences (SPSS).

### 4.0 Analysis/ Findings

The factors considered for the sustainability of ICT based library service as enlisted in the questionnaire are: availability of trained library staff in the use of ICT; availability of internet services and adequate power supply; availability of awareness program in the use of digital libraries; provision of technical assistance and support in exploring ICT based services and adoption of ICT library functions such as shelving. The measurement matrixes as shown in table 1 are:

	Strongly Agreed	Agreed	Undecided	Disagree	Strongly Disagreed
Availability of trained library staff in the use of ICT	44.4%	36.9%	10.6%	5.6%	2.5%
Availability of internet services and adequate power supply	51.9%	33.8%	5.0%	6.3%	3.1%
Availability of awareness program in the use of Digital libraries	38.5%	32.7%	16.7%	9.6%	2.6%
Provision of technical assistance and support in exploring ICT based services	33.5%	40.5%	12.0%	10.1%	3.8%
Adoption of ICT library functions such as shelving	28.8%	34.6%	25.5%	4.6%	6.5%

Table 1: shows that the highly rated factor for sustainability of ICT based library services is availability of internet services and adequate power supply while adoption of ICT library functions such as shelving was rated as less important for sustainability of ICT based library service.

The factors considered for the level of awareness of ICT based library services are: Internet Services, OPAC, Electronic Data, E-journal, Fax Machine, Document Delivery, Scanner, Printing Facilities, CD-ROM, Desktop and Laptops. The responses as measured in percentage are shown in table 2:

ICT	Fully Aware	Partially Aware	Not aware
Internet Services	83.6%	15.2%	1.2%
OPAC	31.7%	31.0%	37.2%
Electronic Data	55.1%	33.5%	11.4%
E-journal	65.2%	26.7%	8.1%
Fax Machine	24.5%	310%	44.5%
Document Delivery	35.4%	27.2%	37.3%
Scanner	53.8%	23.4%	22.8%
Printing Facilities	67.3%	18.5%	14.2%
CD-ROM	51.6%	21.0%	27.4%
Desktop and Laptops	72.7%	17.0%	10.3%

Table 2 shows that the level of internet service awareness as ICT based library service is the highest followed by the use of Desktop and Laptops and then Printing Facilities while the level of unawareness of Fax Machine services is highest followed by Document Delivery and OPAC.

In order to measure also the level of value attached to ICT based library services by the post graduate students, the following factors were used as yardstick: Internet Services, OPAC, Electronic Data, E-journal, Fax Machine, Document Delivery, Scanner, Printing Facilities, CD-ROM, Desktop and Laptops. The corresponding percentage ratings in table 3 are as follows:

Utilization	Fully Utilized	Seldom Utilized	Not Utilized
Internet Services	64.2%	27.0%	8.7%
OPAC	21.4%	29.3%	49.3%
Electronic Database	37.4%	33.3%	29.3%
E-Journal	48.4%	28.1%	23.5%
Fax Machines	9.1%	26.6%	64.3%
Document Delivery	24.1%	26.2%	49.7%
Scanners	27.5%	26.2%	46.3%
Printing Facilities	42.2%	28.6%	29.2%
CD-ROM	28.7%	27.3%	44.0%
Desktops and Laptops	55.8%	22.1%	22.1%

Table 3 shows that internet services is being given priority in terms of value when compared with other ICT based library services while Fax Machine is the lest valued factor as indicated by the respondents.

Furthermore, the researchers measured the level of satisfaction in terms of ICT library services as being rendered by the university to its postgraduate students. The responses were analyzed using pie chart as shown in figure 1

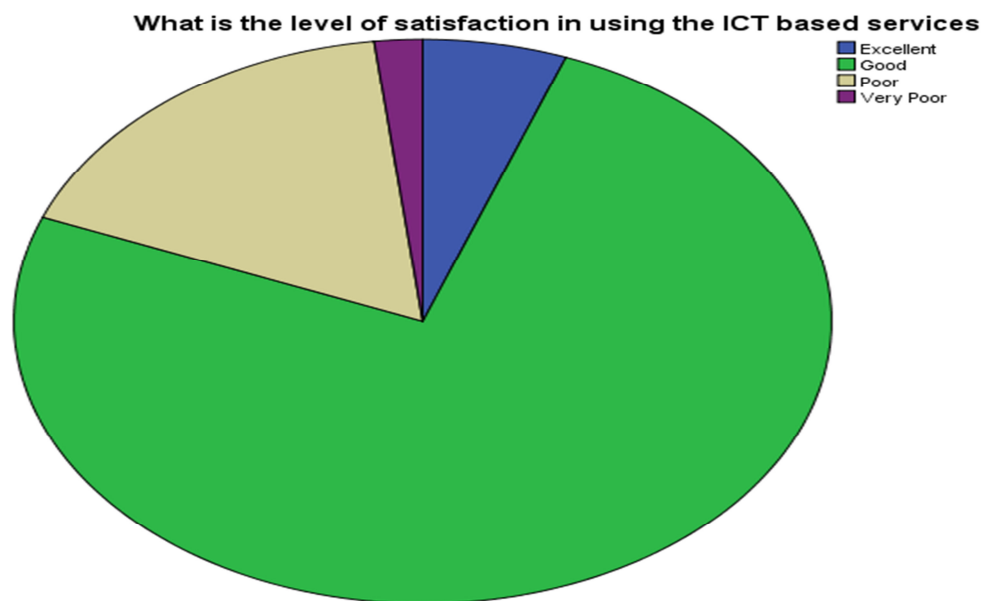


Figure 1 shows that 119 respondents accepted it to be good, 27 respondents condemned it, 9 respondent considered it to be excellent and 3 respondent considered it to be very poor.

### Conclusion

- From the analysis, it showed that our Private institutions should always embark on strategies towards adding more value to their ICT based library services.
- ICT based library services awareness program should be rendered to the postgraduate students at the very point of enrolment into the postgraduate studies for this will help the students to - wards understanding the need of utilizing the library properly and also appreciate technology more in their lives.

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